



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

Subject: **INFORMATION:** Data for Lines of Business on Employee
Work Injuries

Date: **MAY 25 2001**

From: Director of Environment and Energy, AEE-1

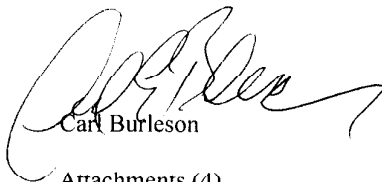
Reply to
Attn. of:

To: Assistant Administrators
Associate Administrators
Chief Counsel
All Regional Administrators
Lines of Business Points of Contacts for Occupational Safety
and Health

The FAA faces massive costs resulting from employee injuries and the resulting workers' compensation claims. All of us need to be part of the solution for this problem. An effective safety strategy can improve organizational efficiency by preventing lost workdays, delayed projects, absent employees, and escalating costs. The first step is to establish measures of progress by looking at our past and current performance and planning preventive strategies for the future.

Attached are the data on new injury cases for fiscal years 1997 through 2000 (Attachments 1 and 2). You may use these data to develop baseline metrics to help evaluate future trends and assist your organization in developing goals to improve worker safety under the FAA plan for the Federal Worker 2000 Initiative (Attachment 3). We trust that these data will be useful to you as you review all of the Federal Worker 2000 goals, one of which is to reduce our agency's total case rate by 3 percent per year (Attachment 4).

There will be further discussion of this subject at the next national OSHECCOM meeting to be held on July 26. In the meantime, if you need additional information or we can be of assistance to your organization in developing your program, please contact Victoria Hershisier, Environment, Energy & Employee Safety Division, AEE-200, at (202)267-8425.



Carl Burleson

Attachments (4)

cc: National OSHECCOM Members
Regional and Field OSHECCOM Chairs

ATTACHMENT 1: Injury case figures based on date of injury for LOBs and Staff Offices.

FAA New Cases based on Date of Injury

LOB / SO	FY 1997			FY 1998			FY 1999			FY 2000		
	New Cases	Lost Time Cases	Fatality Cases	New Cases	Lost Time Cases	Fatality Cases	New Cases	Lost Time Cases	Fatality Cases	New Cases	Lost Time Cases	Fatality Cases
ABA							2		2			
ACR	2	0	0	1	0	0	1	0	0	43	15	0
ACS	29	16	0	56	20	0	43	21	0	4	2	0
AGC	3	2	0	2	2	0	5	4	0	13	8	0
AHR	11	5	0	8	5	0	10	10	0	3	2	0
AIO												
APA	2	0	0									
API	1	1	0	2	2	0	1	0	0	1	1	0
ARA	43	31	0	28	14	0	34	17	0	43	10	0
ARC	41	21	0	27	15	0	35	22	0	65	39	0
ARP	5	3	0	1	1	0	3	1	0	3	2	0
AST							1	1	0			
ATS	1508	865	0	1426	820	3	1402	788	0	1274	754	1
AVR	139	80	1	111	65	0	106	54	0	84	42	2
MET							1	0	0			
N/A	1	1	0	2	2	0	3	2	0	3	2	0
NA							2	0	0			
RSP				1	1	0						
UN										1	1	0
UNK	2	1	0	3	0	0						
Total	1787	1026	1	1668	947	3	1649	922	0	1537	878	3

SOURCE: Compiled by AHL-100.

Data extracted from the WCIS database on January 31, 2001.

NOTE: Data in last six rows cannot be attributed to any FAA organizations due to uncorrectable past coding errors.

ATTACHMENT 2: Injury case figures based on date of injury for Regions, Centers, and Headquarters.

FAA New Cases based on Date of Injury												
Region	FY 1997			FY 1998			FY 1999			FY 2000		
	New Cases	Lost Time Cases	Fatality Cases	New Cases	Lost Time Cases	Fatality Cases	New Cases	Lost Time Cases	Fatality Cases	New Cases	Lost Time Cases	Fatality Cases
01							1	0	0			
76							1	0	0			
AC	76	48	0	99	58	0	108	71	0	79	44	0
AL	77	24	0	106	29	1	75	23	0	68	33	1
CE	73	47	0	69	39	0	78	27	0	51	26	0
CT	43	28	0	36	11	0	45	16	0	55	11	0
EA	276	187	0	292	203	1	309	190	0	338	236	0
FT	1	1	0									
GL	235	148	0	210	111	0	244	134	0	201	112	1
MA							1	0	0			
NE	66	26	0	40	20	0	51	24	0	39	15	0
NH				1	1	0						
NM	127	59	0	131	49	0	128	51	0	106	36	0
OS	1	0	0									
SI				2	2	0	3	2	0	3	2	0
SO	270	155	1	264	162	1	263	175	0	249	169	1
SW	176	77	0	157	100	0	131	87	0	115	53	0
UN	2	1	0	3	0	0						
WA	56	43	0	42	32	0	32	21	0	25	13	0
WP	308	182	0	216	130	0	179	101	0	207	128	0
Total	1787	1026	1	1668	947	3	1349	922	0	1537	878	3

SOURCE: Compiled by AHL-100.

Data extracted from the WCIS database on January 31, 2001.

NOTE: Shaded areas contain erroneous data such as other DOT Operating Administration cases assigned FAA codes in error.

Other abbreviations, in order, represent the following: MMAC, AAL, ACE, ACT, AEA, AGL, ANE, ANM, ASO, ASW, Washington HQ, and AWP.

FEDERAL WORKER 2000 IMPLEMENTATION PLAN

The FAA is employing a four-part approach to address the Federal Worker 2000 Presidential Initiative that consists of program management, training and education, claims processing improvements, and effective prevention efforts for all employees and supervisors. Each approach is categorized by short-term and long-term initiatives and identifies the corresponding Presidential goal to which it pertains. The Presidential goals are as follows:

- Reduce the overall occurrences of injuries by 3 percent per year, while improving the timeliness of reporting injuries and illnesses by agencies to the Department of Labor (DOL) by 5 percent per year.
- For those worksites with the highest rates of serious injuries, reduce the occurrence of such injuries by 10 percent per year; and
- Reduce the rate of lost production days (i.e., the number of days employees spend away from work) by 2 percent per year.

Responsibility for workers' compensation resides in 14 human resource offices, including 1 national Office of Workers' Compensation Program (OWCP) Manager, 2 contractor personnel who program and maintain the Workers' Compensation Information System (WCIS), and 12 benefits specialists who handle workers' compensation on a collateral basis. In addition, each region, headquarters, and center has a designated Occupational Safety and Health (OSH) professional and, with the exception of the Technical Center, a Regional Flight Surgeon (RFS). For this project, a cross-functional agency team was assembled with representatives from the lines of business, human resources, safety, budget, medical, security, unions, and others. The team is meeting weekly via teleconferences to develop the strategies necessary to fulfill the Federal Aviation Administration's (FAA) responsibilities under the initiative. Continuing refinement and improvement are an ongoing initiative.

FAA Order 3900.19B, the FAA Occupational Safety and Health Program, was updated and signed by the Administrator in April 1999. This order establishes the policy framework and assigns responsibility for an effective agencywide employee safety and health program. The goal of the program is to ensure that FAA employees are provided with places and conditions of employment that are free from recognized hazards that cause or are likely to cause death or serious physical harm.

PROGRAM MANAGEMENT

Short-Term Initiatives

- Analyze accident data to determine safety program focus and to develop intervention strategies. (Goal 1)
- Ensure that only claims involving lost days or medical reimbursements are submitted to OWCP. This will reduce the submission of unnecessary claims. (Goal 2)
- Review DOL quarterly report to identify cases belonging to other agencies/modes that are inadvertently charged to the FAA. (Goal 1)

Long-Term Initiatives

- Share effective strategies between regional, center, and headquarters stakeholders. Information includes controversion techniques, light duty programs, categorizing claims to concentrate on immediate resolution, and requesting valid medical information to support current OWCP claims. **(Goal 1)**
- Develop medical intervention strategies to encourage coordination with employees' private medical providers to facilitate timely return to work. This, in conjunction with the light duty program, ensures that employees who can work are given the opportunity to do so rather than continue to receive OWCP compensation. **(Goal 2)**
- Identify additional light duty assignments under the agency's return to work initiative. Develop a partnership among the lines of business, medical, human resource, union, and safety personnel to encourage sharing of light duty success strategies. **(Goal 3)**
- Work with cross-functional group to identify meaningful reporting requirements for safety and OWCP and develop additional ad hoc reporting capabilities in WCIS/Safety Management Information System (SMIS). **(Goal 1)**

TRAINING AND EDUCATION

Short-Term Initiatives

- Educate employees of their responsibility for observing safe work practices, promptly reporting unsafe and/or unhealthful working conditions and work-related injuries/illnesses/accidents, and attending applicable occupational safety and health-related training. **(Goal 1)**
- Provide appropriate safety and health information and training to employees at the targeted high injury sites (Westbury and Cleveland) and to other at-risk employees to help prevent new injuries and increase visibility for the occupational safety and health program. **(Goal 2)**

Long-Term Initiatives

- Develop a training plan for supervisors and managers so they are informed of their responsibilities under the occupational safety and health program. **(Goal 1)**
- Develop and implement supervisors' training. Emphasis should be on enforcement of safety rules and regulations; DOL requirements; compensation timeframes; the need to controvert questionable claims; and responsibilities for followup. Supervisors must ensure that workplaces are inspected to identify, document, and correct hazards; that all employees are trained in safety awareness; and that all work-related injuries, illnesses, and accidents are reported and investigated to determine why they occurred. **(Goal 1)**
- Continue to provide appropriate safety and health training for all employees. This may be accomplished by distributing literature, providing safety orientation classes, and sending reminders via Broadcast Messages, etc. **(Goal 1)**

- Promote the agency light duty program. Work with successful agencies (Veterans Affairs, Postal Service, etc.) and regions (Southern, Southwest, and Northwest Mountain) to gain ideas and adopt creative ways to bring employees back to work on a temporary or permanent basis. (Goal 3)

CLAIMS PROCESSING

Short-Term Initiative

- Pilot electronic submission of injury and illness claim forms to DOL at three test sites (ASO, ASW, and headquarters). (Goal 1)

Long-Term Initiative

- Expand electronic submission of claim forms to include all sites (regions, centers, and headquarters). (Goal 1)

PREVENTION

Short-Term Initiative

- Mobilize, inform, and guide the supervisors, designated OSH professionals, and the lines of business on OWCP and related safety issues. This can be accomplished by holding telecons and providing training materials to be used at headquarters and in the field for safety orientation and remediation. (Goal 1)

Long-Term Initiatives

- Emphasize injury prevention at all worksites by focusing efforts on identifying workplace hazards, following up on corrective actions needed, and increasing employee awareness of the safety program. (Goal 2)
- Integrate OWCP issues into the national and regional Occupational Safety, Health, and Environmental Compliance Committees to maintain program emphasis and to ensure coordination between management and the bargaining units to reduce on-the-job OWCP claims and associated costs. (Goal 2)

The three goals of the Federal Worker 2000 initiative are described below, along with OSHA's and ESA's planned contributions towards assisting Federal agencies in their accomplishment.

(FY 97 baseline)

Goal 1: Reduce the total case rates (TCRs) for most Federal agencies by 3% per year, while at the same time increasing the timeliness of reporting new injuries and illnesses to ESA/OWCP for each agency by 5% per year. (FY 98 baseline)

To assist Federal agencies in their achievement of this goal, OSHA will:

- Develop annual goals for each Federal agency delineating a 3% reduction in the TCR per year, using the most recent injury and illness data, fiscal year 1997, as the "base" year.
- Encourage the establishment of active Health and Safety programs within each agency.
- Track and measure the agencies' yearly progress toward the goal and provide feedback.

The Federal Government average total case rate for FY 1997 was 5.63 injuries/illnesses per 100 employees. All agencies with a rate above 2.00 would be expected to reduce the TCR in each subsequent year by 3%; agencies with rates below 2.00 would be expected to maintain those rates at the FY 1997 level.

At the same time, ESA/OWCP will:

- Track and measure agencies' progress toward the 5% improvement in timeliness, using the FY 1998 baseline.

Federal regulations require an employer to submit the written notice of an injury or illness (Forms CA-1 or CA-2) to ESA/OWCP as soon as possible, but no later than 10 working days (or 14 calendar days) after receiving it from the employee. ESA/OWCP is not able to take action to pay for medical care, reduce disability, and/or effect a safe return to work until that notice has been received. The later the notice, the more likelihood of prolonged disability and higher compensation costs.

Currently, the 14 largest Federal agencies (including the Postal Service) average only 49% of injury notices submitted within the regulatory time period; some agencies are as low as 20%. All Federal agencies have access to their timeliness records through the ESA/OWCP Web page which tracks their performance down to the lowest organizational level for which cost data is compiled. ESA/OWCP district offices provide this information to the Federal agencies regionally and nationally on a quarterly basis.

Goal 2: Reduce the lost time case rates (LTCRs) for those worksites with the highest Federal lost time case rates by 10% per year. (FY 96 baseline)

For FY 1996, the Federal LTCR was 2.67 lost time injuries/illnesses per 100 employees. The worksites which in 1996 had LTCRs double the Federal rate, will be the first asked to begin work toward this reduction goal. These worksites have the greatest potential for dramatic improvements, and would represent compelling success stories for safety and health programs in the Federal government.

This particular goal will challenge those Federal agencies with the highest LTCRs to both improve their safety and health programs and lower their injury rates. Preliminary lists of sites

with the highest lost time case rates were shared with the agencies. After considering the agencies comments, OSHA developed a final list of Federal worksites to be included under this goal.

OSHA will provide monitoring and technical assistance necessary to increase agency emphasis on accident prevention. ESA/OWCP will work with the agencies to assure that prompt medical attention is provided to injured or ill employees.

Goal 3: **Following establishment of a baseline in FY 1999 or 2000, reduce the lost production days rate (LDPR) (lost days due to injury or illness per 100 employees) by 2% per year. (last quarter FY 99 baseline)**

Society, the individual worker, and employers all benefit from injury prevention. Failing that, there is still benefit in avoiding the long separations from work, lost productivity, and lost self-esteem that can result from long-term disability related to on-the-job injuries. This goal can be accomplished by reducing injuries, their severity, or the average length of disability; it requires the agency to focus attention on the areas where the improvements may be effected.

Agency management and employee representatives can address overall safety and accident prevention issues, as well as increasing return to work and light duty accommodation efforts for those injured. This goal requires close cooperation between OSHA, ESA/OWCP, and Federal agency staffs, thereby eliminating much of the current overlap and duplication of efforts.

The LDPR is a balanced measure of the impact of work-related injuries and illnesses, capturing both the human and cost dimensions. To ensure correct identification of lost-production days, and establishment of an accurate measure for determining goal achievement, agencies will need to define systems to identify and report all time lost due to job-related injuries.

Continuation of Pay (COP) is a hidden cost of the workers' compensation program, not only in dollars but in lost days of production. Currently, ESA/OWCP has statistical data on agency performance *after* the initial 45 days that employees remain on the agency's payroll (COP period), but the data does not indicate the number of days lost *during* the COP period. Since most injured Federal workers return to work before the 45 day COP period expires, the new tracking system will yield valuable information and provide additional incentive for Federal agencies to improve the timeliness of their injury notification to DOL. ESA/OWCP will furnish technical assistance and guidance in capturing the LDPR information, thereby providing the tool needed to measure each agency's success in reducing this rate by 2% beginning in FY 2000 or 2001.